



Frequently Asked Questions About Cognos Reporting

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Supporting Materials for the Refactored RTS and Cognos

Supporting materials (such as the recorded webinars, job aids, and guides) are available for you to view and download from the various tabs in the RTS Refactoring Resources area of the TAC Hub (<http://www.txdmv.gov/rts-refactoring-resources>)



Frequently Asked Questions About Cognos Reporting

Access/Security Question	Response
Can I access Cognos from any workstation?	You can access Cognos from any RTS workstation connected to the TxDMV network only.
Why does an error message display about not having the required permissions when I click the Cognos icon on my desktop and attempted to log in?	 The Cognos Reports icon is installed on all RTS workstation desktops and anyone can click it. But when you attempt to log in, your login will be successful only if you have the correct permissions. Contact your County Administrator to verify your permissions.
Who can access Cognos?	Your access to Cognos is determined by your county RTS Admins, who can add more RTS Admins to the group. If you do not know who in your county is an RTS Admin, contact the service/help desk for assistance.
What security measures are in place for county reports?	<p>Like today, you can see only the data from your county.</p> <p>The Cognos reports are made available only to the RTS Admin for your county.</p> <p>If you are unsure who the RTS Admin for your county is, contact the Service desk for assistance.</p>
Will I still see substation reports?	You will have access to the same reports as you do today.
What reporting features will county users have?	<p>The Cognos features will include on-demand access to:</p> <ul style="list-style-type: none">• Run, print, email, and save Cognos reports• Export Cognos reports to various outputs (such as Excel)• Customize Cognos reports by selecting dates and date ranges, specific funds and fees, and other parameters.



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Report Information Question	Response
How many county reports will be developed for Cognos?	<p>In the first release, more than 19 former mainframe (or, <i>legacy</i>) reports that were previously downloaded to your printer have been converted to Cognos. Separate summary and detail reports (like the Funds Transactions detail and Funds Summary) were combined into one Cognos report.</p> <p>In addition to these former downloaded reports, you can run the CBRF and \$5 Buyer Tag Fee reports on demand when you need them.</p> <p>Note that some of the daily reports remain in the RTS POS and you can access them using the Reprint Reports event.</p> <p>Refer to the lists of converted and available reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub.</p>
Are the reports that we print in Cognos going to have the same name as they do today?	<p>Many of the Cognos reports have similar names (like Funds Remittance) while a few have been renamed.</p> <p>Refer to the lists of Cognos reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub.</p>
How can I find my reports if they are not named the same?	<p>The Cognos Report Title and Data Content Job Aid cross references the names of the existing legacy reports to the names and locations of the new Cognos reports. This Job Aid is available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub (or for Field Service Reps, RSCs, and HQ, from the source you typically get content).</p> <p>Additional Job Aids are also available, such as the list of Daily Reconciliation Reports and Where are my reports that used to print automatically?.</p>
Will daily closeout reports be available in Cognos?	<p>No, the daily closeout reports remain in the POS and you will follow the same process you do today.</p>



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Report Information Question

What do I do if I cannot see the entire Cognos page to get to the buttons to enter information?

Response

Like all web pages, scroll bars are available for moving to the right and back to the left and to the bottom and top of the page

The screenshot shows a Cognos report titled "RTS.FIN.009" from the Texas Department of Motor Vehicles. The report displays a "Registration & Title System" section with a "MONTHLY FUNDS RE" header. Below this, there are three dropdown menus: "Select Year" (set to 2015), "Select Month" (set to January), and "Select County" (showing a list of counties from 001 - ANDERSON to 011 - BASTROP). At the bottom of the county list are links for "Select all" and "Deselect all". Two green callout boxes with arrows point to the scroll bars: one points to the vertical scroll bar on the right side of the county list, and the other points to the horizontal scroll bar at the bottom of the report area.

Scroll bar for moving down the page (or back up)

Scroll bar for moving to the right side of the page (or back to the left).